



U.S. Department of Transportation
National Highway Traffic Safety
Administration

NHTSA
People Saving People
www.nhtsa.dot.gov

What a Difference Five Years Made!

1994–Present

Refocused NHTSA to be Fast, Flexible, Customer Friendly and Outward Looking

Goal 11: Effectively manage and use information resources.

"Customer service and outreach has been, and will continue to be key to our mission of "People Saving People." It is the hard and continuous work of the NHTSA staff that makes the agency shine when it comes to serving our customer, the American public. Our staff really care about helping make our roads safer for all of us. It takes that level of commitment, day in and day out that really makes the difference."

—Don Bischoff, Executive Director

www.nhtsa.dot.gov. The NHTSA website. Named one of the "Best Feds on the Web," by GovExec.com in 1998. Cited for providing excellent customer service to the public by having a well-designed site that includes a large amount of useful information, using the web to improve business practices within the agency or across government, and making use of new technologies that other federal sites should consider emulating.

- More than 10 million hits a month to the website!

"The use of Information Technology has made our office become a more active and prominent player in providing information to the public. Whether it be information on the Web, requests to the Webmaster, or the public calling the Auto Safety Hotline, we feel we are able to respond to our clients and provide answers they are seeking. This makes our careers more meaningful in promoting safety and saving lives. What better way to spend your working hours?"

—Ted Pasek, Team Leader, Computer Specialist, Information Resource Management

NHTSA Technical Information Services (TIS) provides important safety-related information to the public on motor vehicles and motor vehicle equipment.

- The "Auto Safety Hotline" – the agency's single point of contact. Available to consumers 24 hours a day, supplemented with a fax-on-demand service and voice mail.
- Saving Time and Labor: Computer technology enables TIS staff and the public to retrieve documents themselves, rather than waiting to receive such information from another NHTSA office.
- More than 3 million pages of highway safety literature and materials are now accessible electronically as a result of TIS's continuing effort of imaging its massive collection.

NHTSA TIS received Vice President Gore's Hammer Award in 1997 for providing better customer service by reducing and clearing a backlog of requests, shortening the response time in completing requests, cutting red tape, and helping the customer and the government save time and money.

Since 1993, NHTSA (The Customer Service Team, sponsored by Don Bischoff) has conducted 15 surveys asking for customer feedback on how we can better provide service. The surveys show that overall, consumers are happy with our service over 90% of the time!

"I am proud of the work the Customer Service Team has done to assure that each NHTSA office is doing their job to make our customers feel welcome. Good customer service is always a work in progress."

—Kathie Klass, Chief, Consumer Information, Office of Public and Consumer Affairs

Customer Service Questionnaire

Dear Customer:
We value your opinion and would like to know how well we are meeting your needs. Please take a few moments to complete the following questions and return this postage paid mailer to us or fax it to (202) 366-5962. This survey takes approximately 2 minutes to complete.

Telephone Contact
Was the telephone answered within three rings? Yes ☒ No ☐ Don't Know ☐ Not Applicable ☐
Was your call transferred more than two times? ☐ Yes ☒ No ☐ Don't Know ☐ Not Applicable ☐
What number did you first call?

Service
Was the service prompt? ☒ Yes ☐ No ☐ Don't Know ☐ Not Applicable ☐
Was the service courteous? ☒ Yes ☐ No ☐ Don't Know ☐ Not Applicable ☐
Was any necessary follow-up timely? ☒ Yes ☐ No ☐ Don't Know ☐ Not Applicable ☐
Did someone at this agency provide you exceptional service? ☒ Yes ☐ No ☐ Don't Know ☐ Not Applicable ☐
If yes, who? person who answered phone Name and phone number

Information or Material Provided
Did the items meet your needs? ☒ Yes ☐ No ☐ Don't Know ☐ Not Applicable ☐
Comment
If you used the Auto Safety Hotline, did it assist you in resolving a safety problem? ☒ Yes ☐ No ☐ Don't Know ☐ Not Applicable ☐
If so, how?
Do you need additional items? ☐ Yes ☒ No ☐ Don't Know ☐ Not Applicable ☐
If yes, list your requirements, or provide a daytime phone number where we may call you. Thank you for sending items so for promptly.

On behalf of the NHTSA Administrator, thank you for evaluating our customer service.
We look forward to serving you again.

(For Office Use Only)
Office Symbol
Date of Request
Item(s) Mailed/Faxed
Date Mailed/Faxed
Name
Address
Order: 97051580 Request: 12/16/97
PARUL FERNANDES Fill: 12/16/97
8815 RUSTIC LN
HOUSTON, TX 77087

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.
HS Form 601 (4/97)

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"Team work is the heart of any successful operation. When we set our goals in the Strategic Plan back in 1994, we built in a foundation that empowered the NHTSA employee and sparked individual creativity and innovation. The resulting accomplishments of working as a team over the past half decade have been nothing short of magnificent. Everyone at NHTSA should feel we are moving forward. Because we are. Each one of you should feel very proud of your individual contributions to the overall momentum that is making highways safer for us all. We are, after all, people saving people. It's what we do – and what all of you do so well."

Congratulations and Thank You to All Members of the NHTSA Family for a Job Well Done!

Don Bischoff, Ray Tyson, Ken Weinstein, Ray Owens, James J. [unclear], [unclear], [unclear], [unclear], [unclear]